

May 23, 2003

Combined Federal Civilian Agencies
Household Goods Relocation and Freight Committee
Crystal Mall 3 – Room C-43
May 15, 2003

Meeting Facilitator. Scott Tiedt, Chief, Transportation Programs Branch

Scott opened and facilitated the meeting.

Welcome. Charlie Hill, Acting Executive Director, Household Goods Relocation Committee

Charlie welcomed the committee and encouraged input from all members. He also challenged the committee to bring someone with them to the next meeting since all committee representatives need to continue dialogue between GSA and federal civilian agencies to make sure GSA is provided the information and tools required to properly serve the needs of the customer.

Tauna Delmonico, Director, GSA Travel and Transportation Management Division, reemphasized the importance of participation. At the last meeting, the committee requested that GSA policy representatives holding a decision making position attend the meetings. Tauna agreed that conferencing the regions in by telephone may not be the best way to participate, however those regions that could not attend this meeting were conference in because of upcoming travel commitments to test the Transportation Management Services Solution's (TMSS) first module. Fortunately, representatives from the GSA Central Office, Heartland Region, Southeast Sunbelt Region and National Capital Region were present.

Many changes have been happening including the development of TMSS. We are considering all comments and need agency participation and feedback to develop an effective system.

Tauna asked the committee to consider what might be the right forum for Transportation Service Providers (TSPs) and agencies to come together to discuss travel and transportation issues. The GSA Expo does not appear to be the right forum, although GSA's Travel and Transportation Management Division will always be there for the event. Maybe it would be better to separate travel and transportation? Two established forums that Tauna would like the committee to consider and provide feedback on are the Military Traffic Management Command's (MTMC) annual symposium (Denver in March 2004) and GSA's Office of Governmentwide Policy's (OGP) National Travel Forum (Dallas in June 2004).

TMSS Update. Scott Tiedt

Scott referred to the new TMSS brochure, features and benefits. He encouraged agencies to attend the TMSS Kick-off Meeting at Days Inn, 2020 Jefferson Davis

Highway, Arlington, VA, on Wednesday, June 18, 2003, at 9:30 a.m. – 11:30 a.m.
RSVP to Raymond Price at 1-800-865-4272 or at raymond.price@gsa.gov.

Next, Scott invited the committee to participate in the TMSS Kick-off training for federal civilian agencies and emphasized the importance of agency involvement. Training will be held at Crystal Mall 2, Suite 1821D (concourse level), 1921 Jefferson Davis Highway, Arlington, VA. The first training day will be on Monday, June 23, 2003 (2 sessions) at 9:00 a.m. – Noon and 1:00 p.m. – 4:00 p.m. The second training day is scheduled for Friday, June 27, 2003 (2 sessions) at 9:00 a.m. – Noon and 1:00 p.m. – 4:00 p.m.

GSA will also provide TMSS training for TSPs and answer questions involving rate filing, how to use TMSS, etc., on July 29, 30 and 31.

Scott then presented a PowerPoint presentation (See attachment 1) on TMSS.

GSA Expo Highlights. Charlie Hill, 301-713-3522

The Expo was great. The facilities were excellent; it was well planned and organized; no lines for lunch. The training sessions and meetings were useful; can always learn something no matter how long one has been around.

The Expo was not the right venue for TSPs or agency transportation representatives. Only a handful HHG/Freight TSPs attended. TSPs prefer a forum arrangement that focuses on travel and/or transportation; similar to a previous forum in Atlanta.

Charlie raised questions about the new Unaccompanied Air Baggage (UAB) table weight information. Other agencies also expressed confusion when to follow the Foreign Affairs Manual (FAM) or Federal Travel Regulations (FTR). Jim Harte from OGP indicated that agencies that participate in FAM should of course follow FAM (e.g., Department of State, Department of Agriculture, Department of Commerce).

TSP Survey Results. Angela McKeithen, Chief, Performance Evaluation Branch

Angela gave a PowerPoint presentation (See attachment 2)) highlighting the results of the TSP survey conducted by the CFI Group during March – April 2003. The CFI Group interviewed 167 TSPs (90 freight and 77 household goods). The purpose of the survey was to determine those areas on which to focus quality improvements; monitor changes in TSP perceptions, attitudes and behavior over time; and evaluate the success of on-going quality improvement efforts over time.

The results indicated an overall customer satisfaction score of 60 out of 100 – third among vendor satisfaction scores for FSS business lines; 10 points lower than 2002 federal government satisfaction score of 70.

Key findings were (1) little difference between satisfaction scores: FMP = 61 and CHAMP = 60, and (2) top priority items for improvement: HHG Quality and Value Indices (59), Payment (63) and ITMS Service Offering (65).

The CFI Group offered the following recommendations:

- ## Investigate customers' expectations for assistance once Tender of Service is in place
- ## Continue to improve and promote TMSS
- ## Clarify the process for HHG Quality Index and Value Index calculations
- ## Share best practices between FMP and CHAMP
- ## Maintain strong relationship and high level of vendor service currently given to carriers

Discussion and Open Forum.

Board of Contracts Appeal Decision (UAB) – Jim Harte, GSA (OGP), 202-501-0483

Jim indicated that it is GSA's intention to mirror DOD's weight allowances. Currently, each child under 12 years of age is permitted 175 lbs. Each person over 12 years of age is permitted 350 lbs. UAB is part of the 18K weight limit. OGP is in the process of seeking legislative authority for UAB and consumables to be excluded from the 18K weight limit. The reference to FAM, which caused some confusion, was removed.

International Boat Shipment Charges – Kim Chancellor, GSA (Region 6), 816-823-3650

The FTR was amended for domestic shipments. The 14-foot restriction was removed and replaced with a "reasonable size." No change was made on the international side. GSA is working on language to incorporate into the Request For Offer (RFO)/tender. There was discussion about how to handle boat shipment charges. It's difficult to include in the tender since the shipment may include the boat, engine, trailer, etc. NOAA negotiates a one-time quote and does a cost comparison study, treating it as non-temporary storage in the tender. They add the HHG plus boat charge and if the total exceeds what it would have cost to move the same weight (limit 18,000 pounds) in 1 HHG LOT, the employee pays the difference. Special handling and packing is the responsibility of the employee (e.g., taking the boat out of the water). Some felt that boats were recreational items and the employee should bear the cost of shipping. The Department of State (DOS) suggested adding a category for boats.

Estimated Cost Comparisons

Currently, the ITMS system adds in an 11.91% cost buffer above the estimated transportation charges to cover extra accessorials. Some feel they don't have much need for extra accessorials; others indicated it's difficult to determine up front. The majority in attendance suggested leaving it alone for now. Kim Chancellor will research how the 11.91% was determined. On a separate issue, Kim also indicated that it is difficult to reach the max pack maximum under tender.

Freight IFF Procedures

Scott reviewed the current procedures for collecting the industrial funding fee (IFF) for HHG and Freight. For HHG, the carriers submit the IFF to GSA. For Freight, agencies submit the IFF to GSA. DOS indicated that the reporting process is cumbersome, but if the Freight TSPs would submit the fee to GSA, it would be more enticing to participate in GSA's freight management program. About 6-8 years ago, Freight TSPs were against this idea, but they may be more open to the idea with increased automation

capabilities. No agency objection to this proposal. GSA intends to revisit the issue with Freight TSPs at a later date.

Under the GSA concept, the Freight IFF would be incorporated into the TSP rates. When the system or federal civilian agency approves the shipment for payment, the representing financial organization (KC finance, PowerTrack or some other) will pay the TSP for the transportation and retain the applicable IFF percentage and pay GSA.

400N Tariff

GSA decided not to adopt this commercial tender at this time because there is not enough data from the American Moving and Storage Association to justify the rate increase. It does, however, allow for an easier streamlined process. Some move management companies are beginning to use 400N and claim they save money, however now data has surfaced to substantiate the claim. This is not a dead issue and GSA will attempt to gather more information.

Q: Are agencies required to conduct a pre/post payment audit when using the commuted rate?

A: No

Q: Will GSA issue CDs to agencies under TMSS?

A: No

Q: Since GSA is not receiving enough information from agencies to double-check if carriers are paying the correct IFF, does GSA plan to keep Tracker?

A: No. Tracker will be removed from the website and TMSS will replace it.

Q: How will the claims process work under TMSS?

A: The claims module under TMSS has not been addressed. It's too early in the process, but it will be addressed down the road and GSA will solicit input from agencies and TSPs on this and the other modules.

Q: Is GSA aware that there is a problem accessing the FTR at GSA's website?

A: Yes, OGP is working on it. Also, on a separate but related issue, FSS is working on streamlining the web for travel and transportation program access.

Committees Executive Directors Elections

Committee members unanimously voted to elect National Oceanic and Atmospheric Administration's (NOAA) Charlie Hill as Executive Director for the Household Goods Relocation Committee and Federal Emergency Management Agency's (FEMA) Rocky Loewner as Executive Director for the Freight Committee. Charlie graciously accepted the appointment. GSA will contact Rocky, who was unable to attend the meeting, to confirm his appointment. The Executive Directors are the liaison between GSA and civilian federal agencies and are actively involved in setting agenda topics for the committee meetings and promoting constructive dialogue to foster improved relationships and transportation services.

Future Committee Meetings

For the August 6 2003 meeting, GSA is considering having a meeting with TSPs during the afternoon of the HHG-Freight Committee Meetings to foster its relationship with the

transportation industry. It has not yet been decided whether to open the meeting to agencies. The morning session from 9A.M. to Noon will include federal civilian agencies.

FUTURE SCHEDULED COMMITTEE MEETINGS

Aug 6, 2003

November 5, 2003

Attendees		
	NAME	AGENCY
1	Susan Pratt	BOP
2	Bill Fouts	DHS
3	Norman Mixon	DOJ
4	Luis Rogue	DOS
5	Al Demarcki	EPA
6	Tauna Delmonico	GSA-FBL
7	Angela McKeithen	GSA-FBLE
8	Blaine Jacobs	GSA-FBLF
9	Raymond Price	GSA-FBLF
10	Scott Tiedt	GSA-FBLF
11	Ed Davis	GSA-OGP-MTT
12	Jim Harte	GSA-OGP-MTT
13	John Wheeler	GSA-Region 3
14	Mathis Gardner	GSA-Region 3
15	Tony Cicala	GSA-Region 3
16	Brigette Hardney	GSA-Region 4
17	Ed Hodges (phone)	GSA-Region 6
18	Kim Chancellor	GSA-Region 6
19	Sharon Eckroth (phone)	GSA-Region 9
20	Ruth Tetreault	MTMC DAC
21	Murray Welsh	NEA
22	Charles Hill	NOAA
23	Ardella Bush	SSA
24	Bea Gaither	SSA
25	Ken Martin	SSA
26	Elaine Plotkin	USDA
27	Darrell Washington	USGS
28	John Allen	USPS
29	Pierre Lundy	VA

Approved: Scott A. Tiedt

Date: May 23, 2003